
Goal: PUBLIC SAFETY

Desired Community Condition(s)

Residents feel safe in their neighborhoods, schools, and the community.

Program Strategy:AFD DISPATCH

27503

Provides prompt processing of all 911 calls for emergency assistance to include pre-arrival medical assistance over the phone; as well as, communication support at all emergency incidents.

Department: FIRE

Service Activities

Alarm Room Dispatch

Quality Assurance

Strategy Purpose and Description

The purpose is to provide emergency services dispatch in a timely, consistent, and professional manner. Dispatch activities include pre-arrival medical assistance over phone and provide communication support at all emergency incidents. EOC Communication support is conducted through Alarm Dispatch.

Communication is the principal responsibility of the Dispatch program strategy. Communication between callers and emergency personnel, communication among fire personnel at emergency incidents with outside agencies such as American Red Cross, FEMA, and State Forestry.

The primary customers of this strategy are the citizens who call for the service of the trained Emergency Medical Dispatchers. Fire department personnel are also customers of this strategy because communication of vital information at an emergency incident is critical.

Changes and Key Initiatives

Reaccreditation with the Medical/Fire Priority Dispatch System and implementation of the computerized software (ProQA) will enhance AFD

Dispatch and EOC Communication Support. Reaccreditation and Pro QA are in the final phases, estimated completion first quarter FY/04.Fire Records Management System (FRMS) implementation. The interface of the CAD and FRMS are in the final phases. The interface is scheduled for completion second quarter FY/04 Reporting to Federal, State and Local agencies as required.

Priority Objectives

Input Measure (\$000's)

2001	110	110 GENERAL FUND	1,585
2002	110	110 GENERAL FUND	1,585
2003	110	110 GENERAL FUND	1,685
2004	110	110 GENERAL FUND	1,713
2005	110	110 GENERAL FUND	2,590

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
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<p>Prompt dispatches are made to requests for emergency service, dispatching the closest available units in most appropriate response configuration, based on incident needs. Professional service is provided at all emergency and non-emergency calls.</p>	<i>The amount of time from receipt of call to AFD Dispatching units</i>	2001				Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.
		2002	NA		NA	Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.
		2003	NA		NA	
	<i>The amount of time from receipt of call to AFD Dispatching units</i>	2004	NA			The hardware and software has been purchased for the FRMS. AFD is completing the implementation phase with a projected completion date of the fourth quarter of FY/03
		2005	NA			

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
<p>Assure that established response times are met or decreased to reduce injury, death, and property loss, through enhanced service delivery, so that Albuquerque is a safer place to live.</p>	<p><i>Response time data based on 90% reliability.</i> □</p>	2001				Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.
		2002	NA		NA	Working on procurement of a Data Management System that is a FY/01 Council objective. The funding for the system will come from the 2001 CIP GO Bond program.

Assure that established response times are met through enhanced service delivery, so that Albuquerque is a safer place to live.

Response time Standard (NFPA 1710) for arriving on scene within 6 minutes for Fire and Basic Life Support calls and 8 minutes for Advanced Life Support incidents 90% of the time. □

2003

NA

NA

2004

NA

The hardware and software has been purchased for the FRMS. AFD is completing the implementation phase with a projected completion date of the fourth quarter of FY/03

2005

NA

Goal: PUBLIC SAFETY

Parent Program Strategy: AFD DISPATCH

Department: FIRE

Service Activity: Alarm Room Dispatch

2730000

Service Activity Purpose and Description

The purpose is to provide prompt processing of all requests for emergency and non-emergency assistance received through E-911, provide pre-arrival medical/fire assistance over the phone and provide fire ground communication support at all emergency incidents. Three to five percent of customer service calls are evaluated for compliance with established medical protocols and reported to our Medical Control Director.

Changes and Key Initiatives

Achieve accreditation on the Fire Priority Dispatch System through the National Academy of Dispatch, and implement the requisite computer software to enhance AFD Dispatch and EOC Communication Support.

Achieve the certification of an internal trainer for Emergency Medical Dispatch to provide new dispatchers with nationally-accepted Emergency Medical Dispatch (EMD) certification.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	1,585
2003	110	110 GENERAL FUND	1,685
2004	110	110 GENERAL FUND	1,713
2005	110	110 GENERAL FUND	2,346

Strategic Accomplishments

Achieved MPDS reaccreditation for the dispatch center through the National Academy of Emergency Medical Dispatch.

Implementation of the NewMorn domestic violence reporting system.

Telecommunicator certification of all dispatchers by the NM Department of Public Safety.

First fire department in NM to implement the Emergency Fire Dispatch system to provide a standardized dispatch configuration.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of dispatches of emergency units within 1 minute	2001			58,375	
	2002			61,463	
# of dispatches of emergency units within 1 minute	2003	64,536		65,877	
	2004	67,762	18,211		

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of emergency calls for service	2001			58,375	
	2002			65,387	
# of emergency calls for service	2003	70,208		69,170	
	2004	70,208	18,969		

Number of calls for service processed through the AFD Dispatch center. This number includes emergency events, calls to the NewMorn (Domestic Violence reporting) system, public calls for information, and other good will/good intent calls.

2005 180,000

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of non-emergency calls for service	2001			117,420	
# of non-emergency calls for service	2002			120,943	
# of non-emergency calls for service	2003	175,200		191,100	
	2004	175,200	47,775		
Number of non-emergency calls for service or information.	2005	110,000			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Estimated number of emergency dispatches to mutual aid agencies.	2005	1,500			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of calls requiring the dispatch of emergency units to fire or EMS events.	2005	70,000			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of emergency calls answered within 3 rings	2001			96%	
% of emergency calls answered within 3 rings	2002			98 %	
% of emergency calls answered within 3 rings	2003	95%		95%	
	2004	95%	96%	96%	
Percent of emergency calls answered within 3 rings. Out of the 180,000 projected for 2005, we estimate that 171,000 will be answered within 3 rings.	2005	95%			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% of non-emergency calls answered	2001			100%	
% of non-emergency calls answered	2002			100%	

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
% reliability calls to 1 minute dispatch	2001			93%	

% reliability calls to 1 minute dispatch	2002			94%	<i>The % reliability calls to one minute dispatch is from the time the call is created to the time the unit is dispatched.</i>
% reliability calls to 1 minute dispatch.	2003	95%		95%	
	2004	95%	96%	96%	
Percent reliability regarding the dispatch of emergency calls received to the dispatch center within 90 seconds (as per the National Academy of Emergency Dispatch). Of the 70,000 projected emergency calls, we will meet this standard at least 66,500 times.	2005	95%			

Goal: PUBLIC SAFETY

Parent Program Strategy: AFD DISPATCH

Department: FIRE

Service Activity: Quality Assurance

2753000

Service Activity Purpose and Description

Quality Assurance program provides for dispatcher accuracy, consistency, and on-going training.

Changes and Key Initiatives

Implementation of ProQA and Aqua software for quality assurance.

Implementation of a new dispatcher training and continuing education program.

Input Measure (\$000's)

2005 110 110 GENERAL FUND 244

Strategic Accomplishments

The quality assurance officer responsible for dispatch tapes has attained certification in Emergency Medical Quality Assurance.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Conduct 5% review of all MPDS calls for service per year.	2005	3388			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Conduct 5% review of Emergency Fire Dispatch calls.	2005	400			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Assure that all dispatch personnel maintain the necessary continuing education hours required for Emergency Medical Dispatch, Emergency Fire Dispatch, EMT-B/P licensure, and NM state certification.	2005	2268 hours			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
At the direction of the departments medical director, we are required to provide quality assurance review of all emergency medical calls. We currently average a review of 30% of the total call volume(based on 62,000 medical calls).	2005	18,600			